

Central Intelligence Agency

LIA



Washington, D. C. 20505

12 4 AUG 1988

Doug Shackelton  
General Manager  
Marriott In-Flight Services, Shop 59  
P. O. Box 17087  
Washington Dulles International Airport  
Washington, D. C. 20041

Dear Mr. Shackelton:

STAT I would like to express my appreciation for the 8 August 1988 tour of the Dulles food service operation you arranged for [redacted] and a group of managers and supervisors from the Central Intelligence Agency's Office of Logistics. Mr. Mark Hromadka, who conducted the tour, was a gracious and knowledgeable host.

The group, which had been focusing on the issue of consistent delivery of quality customer service, was impressed with the smooth flow of materials through the kitchens, and with your ability to tailor the service to the needs of individual airlines and flights. From my standpoint, the tour was well worthwhile. Again, thank you.

Sincerely,

John M. Ray  
Director of Logistics

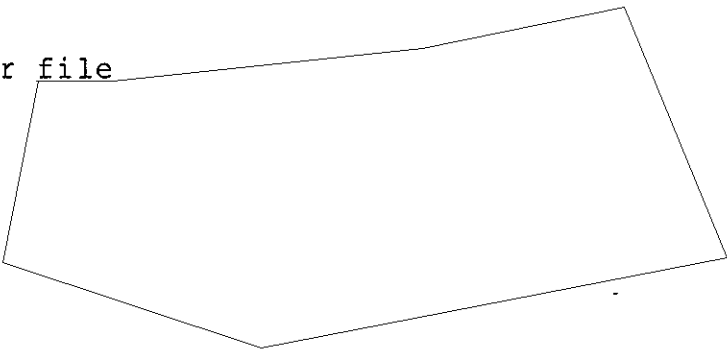
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